

SSM - HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
260005	SSM ST JOSEPH HEALTH CENTER	300 1ST CAPITOL DR
260081	SSM ST CLARE HEALTH CENTER	1015 BOWLES
260091	SSM ST MARYS HEALTH CENTER	6420 CLAYTON RD
260104	SSM DEPAUL HEALTH CENTER	12303 DEPAUL DRIVE
260200	SSM ST JOSEPH HOSPITAL WEST	100 MEDICAL PLAZA

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Address 2	Address 3	City	State
		SAINT CHARLES	MO
		FENTON	MO
		RICHMOND HEIGHTS	MO
		BRIDGETON	MO
		LAKE SAINT LOUIS	MO

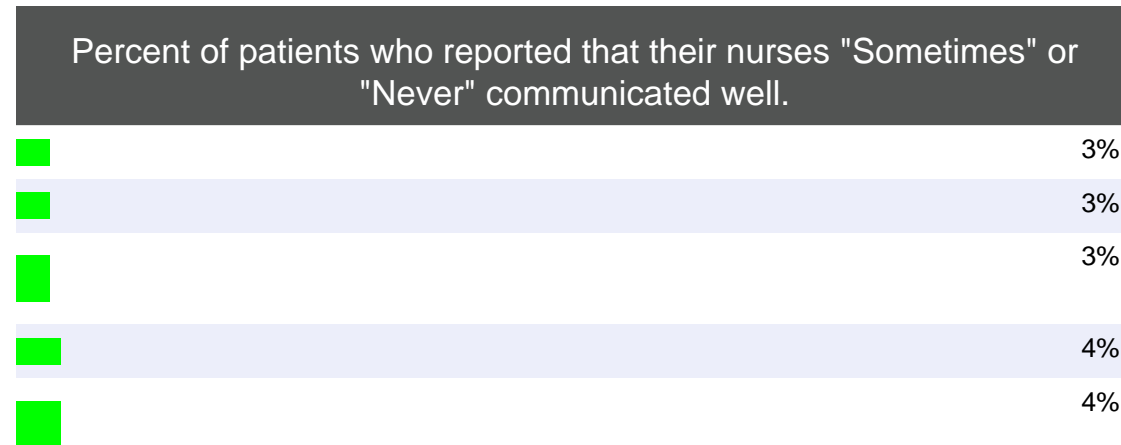
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ZIP Code	County Name	Phone Number
63301	SAINT CHARLES	6369475000
63026	JEFFERSON	6364962000
63117	SAINT LOUIS	3147688000
63044	SAINT LOUIS	3143446000
63367	SAINT CHARLES	6366255200

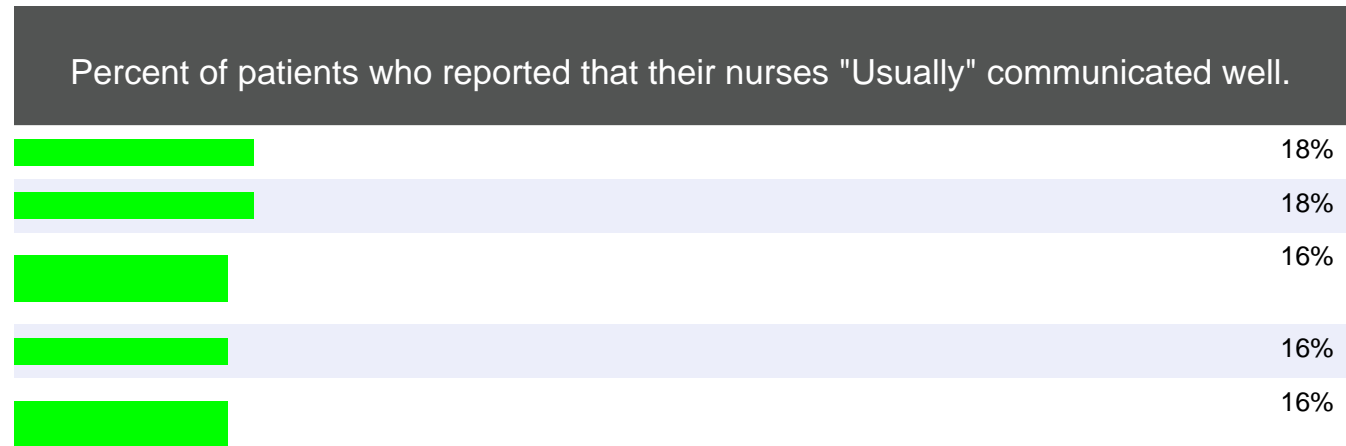
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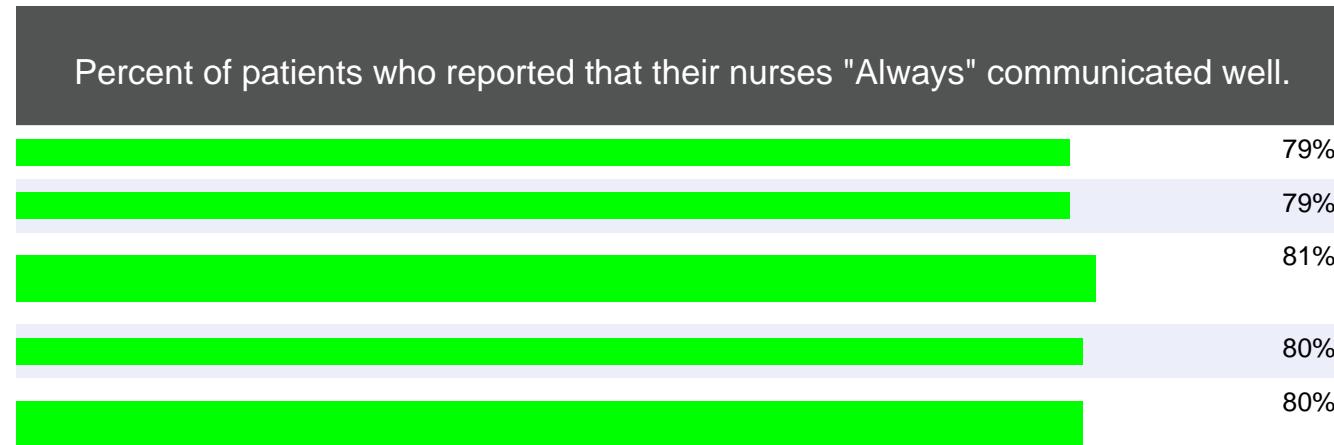
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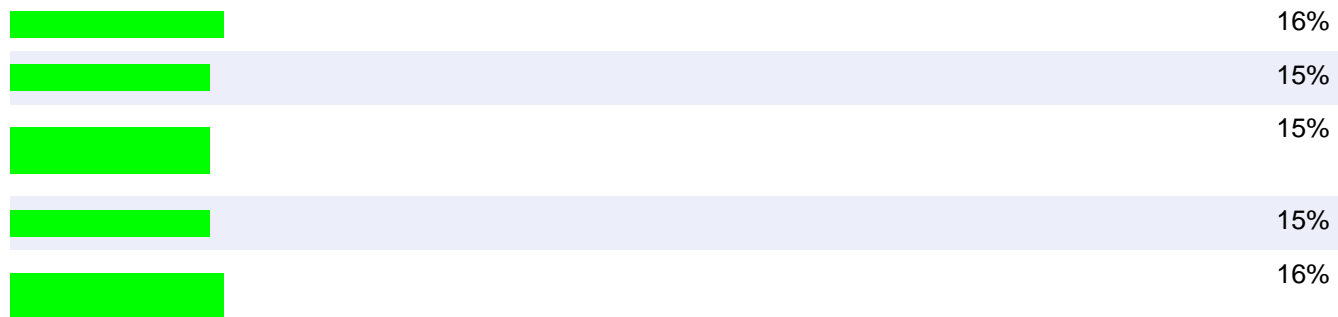
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Percent of patients who reported that their doctors "Usually" communicated well.



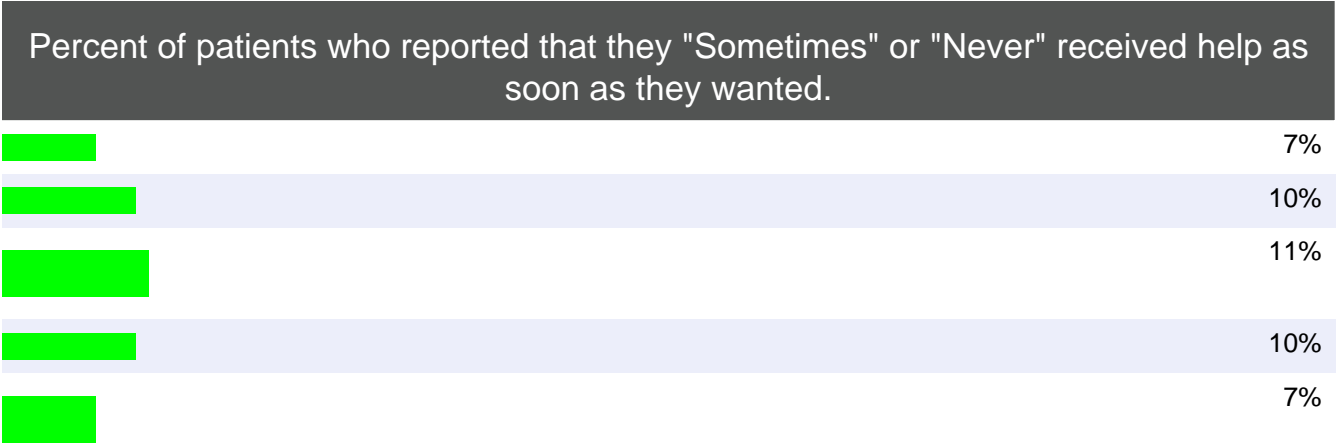
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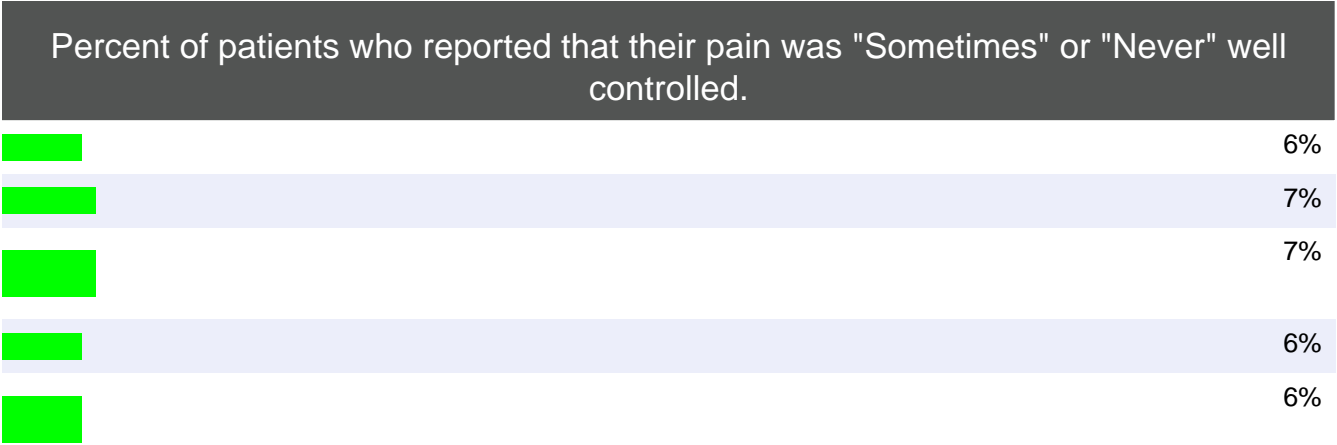
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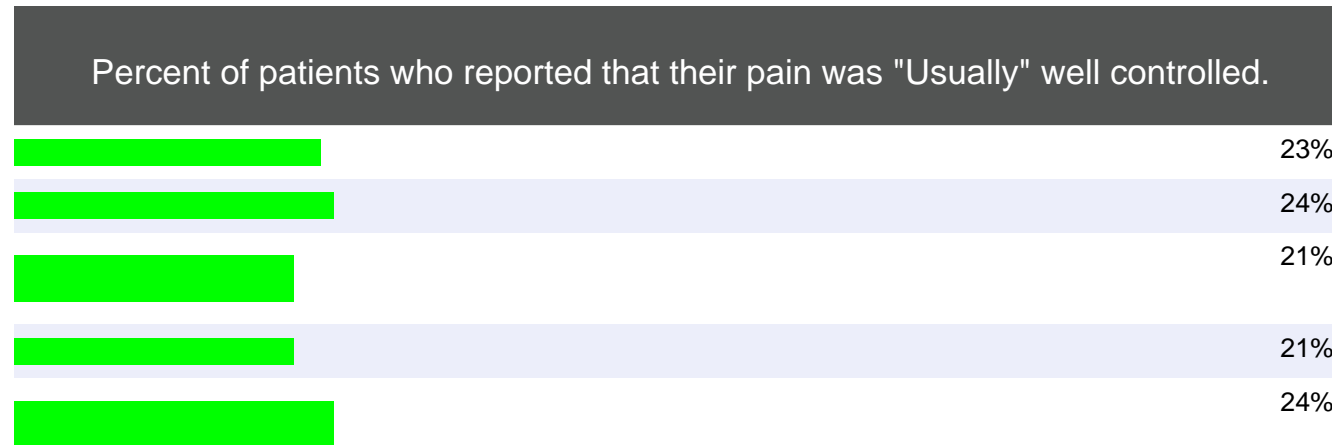
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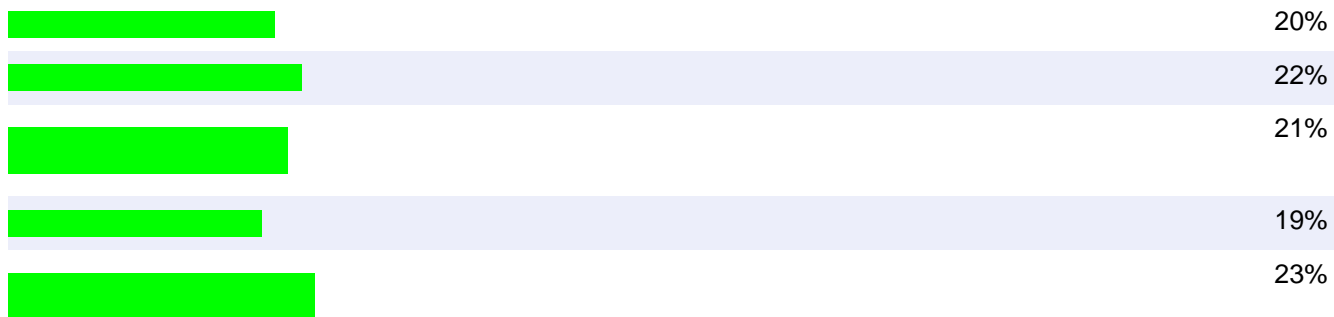
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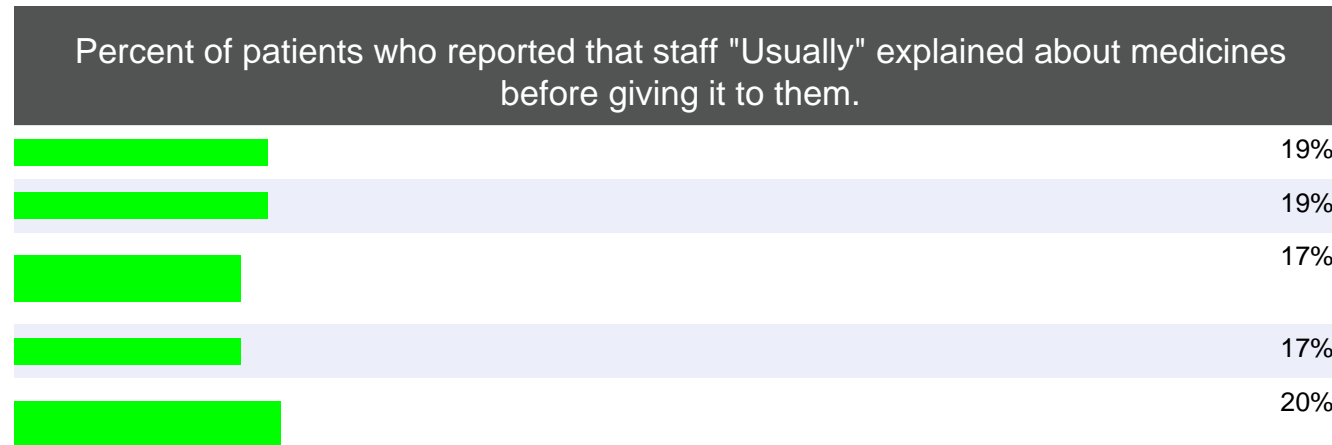
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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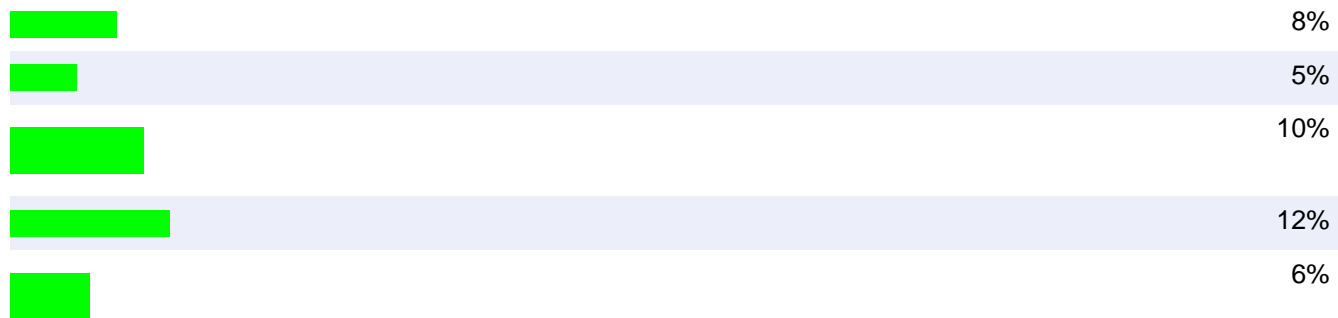
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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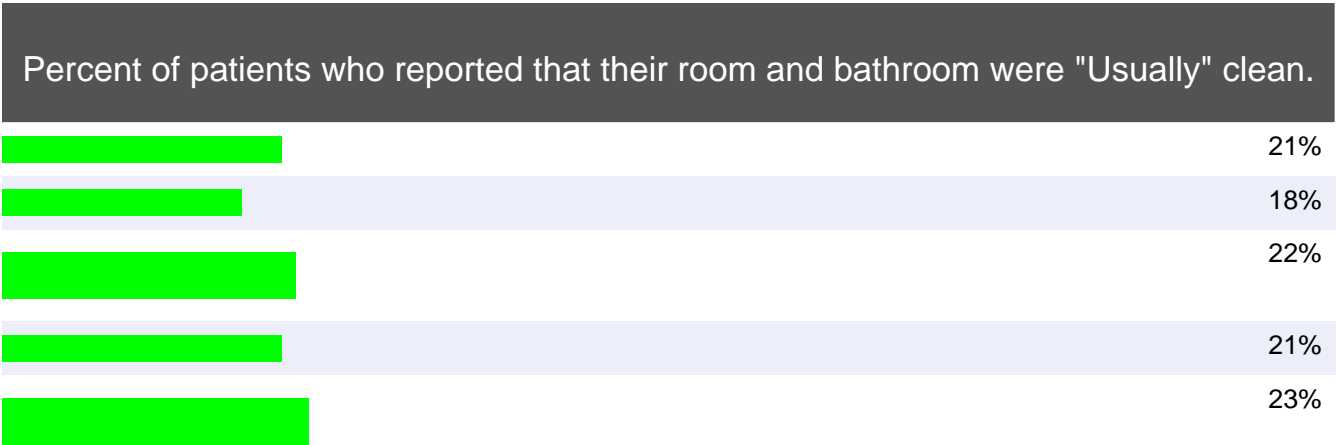
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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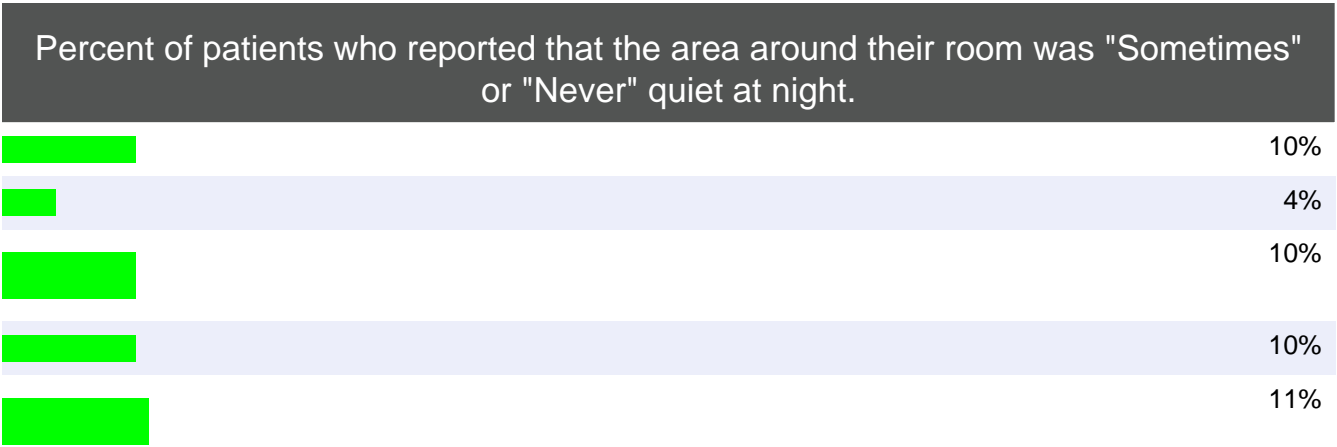
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.



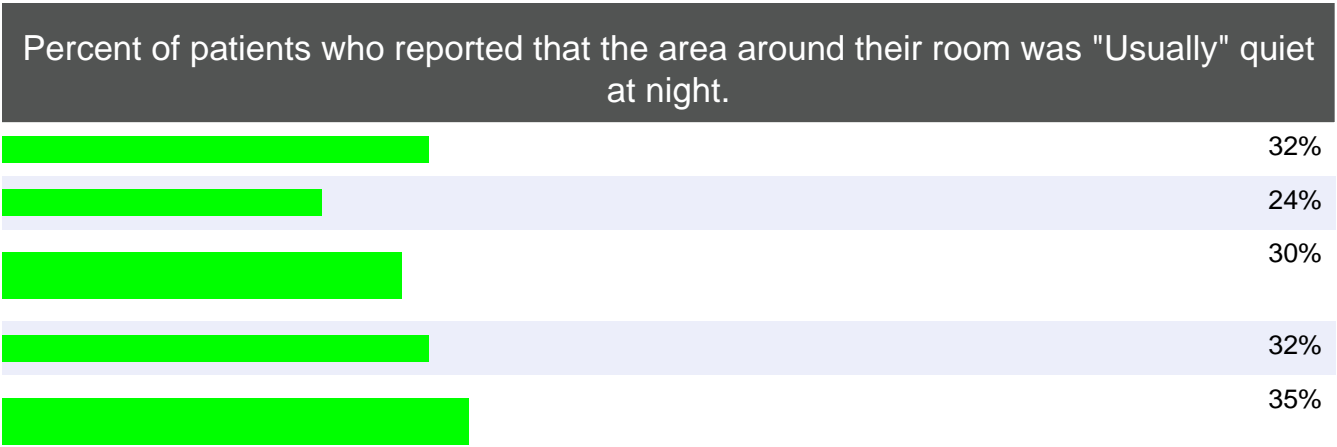
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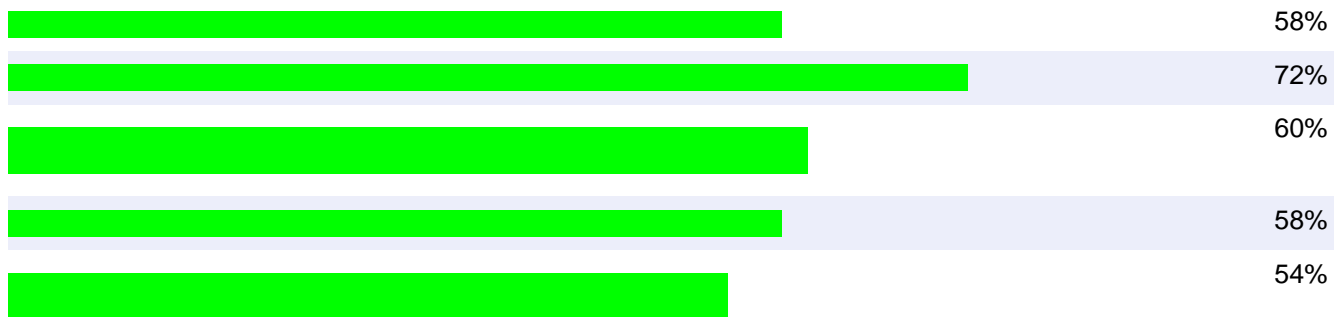
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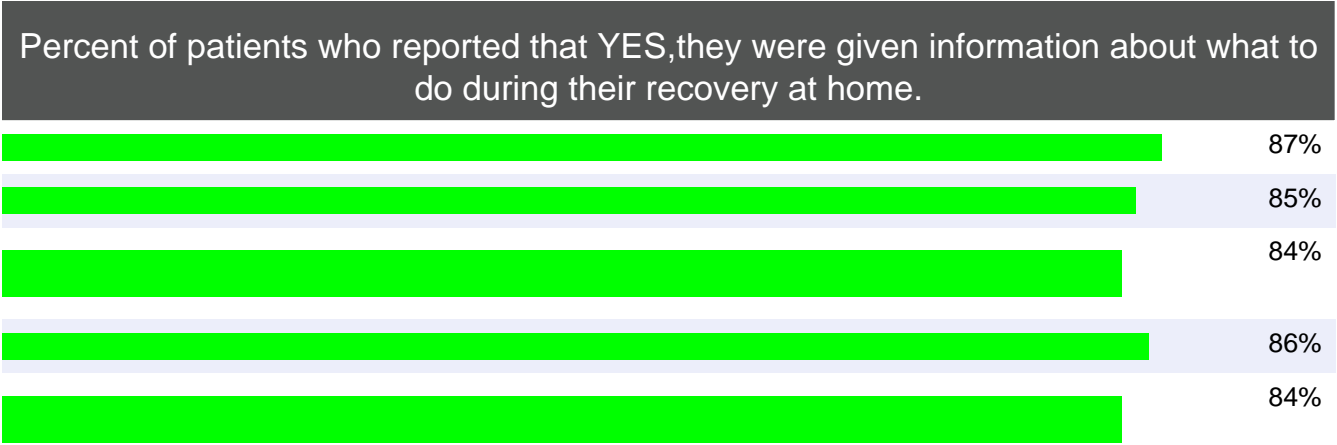
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



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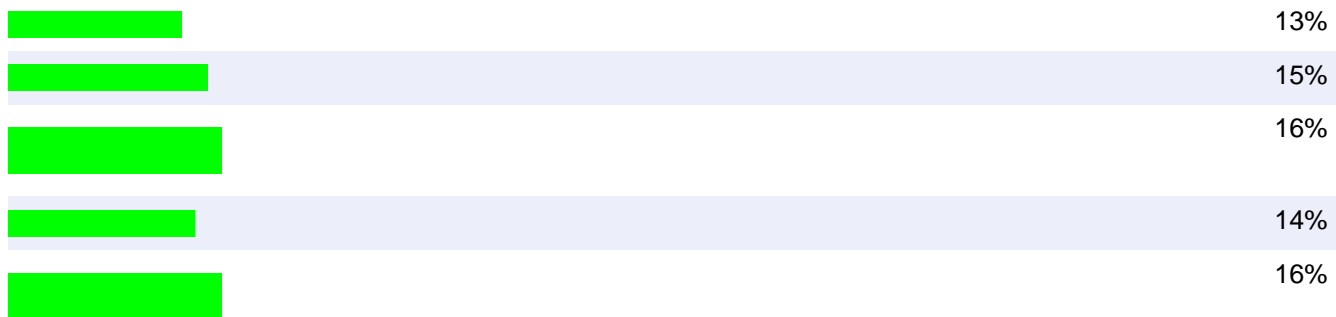
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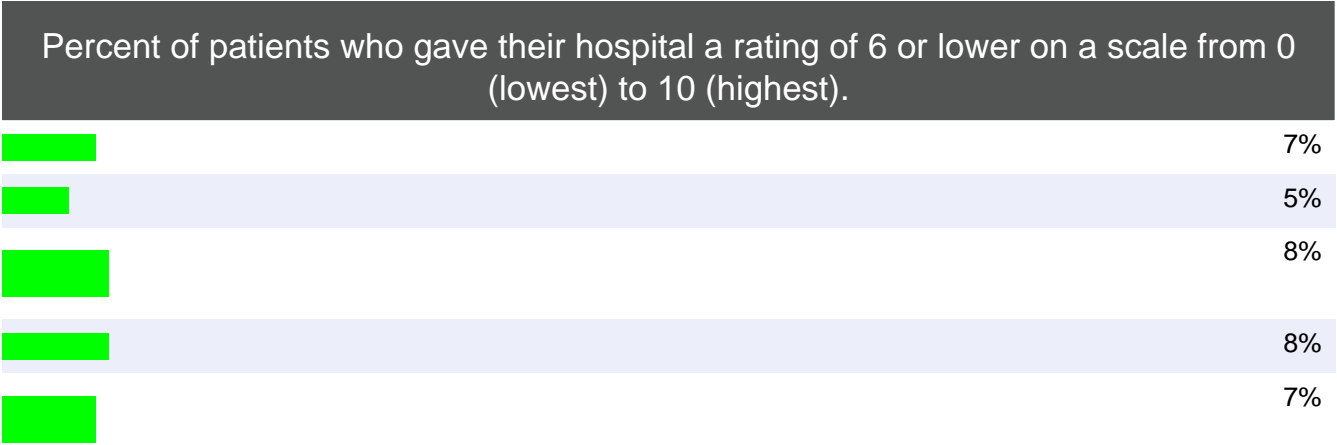
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Percent of patients who reported that they were not given information about what to do during their recovery at home.



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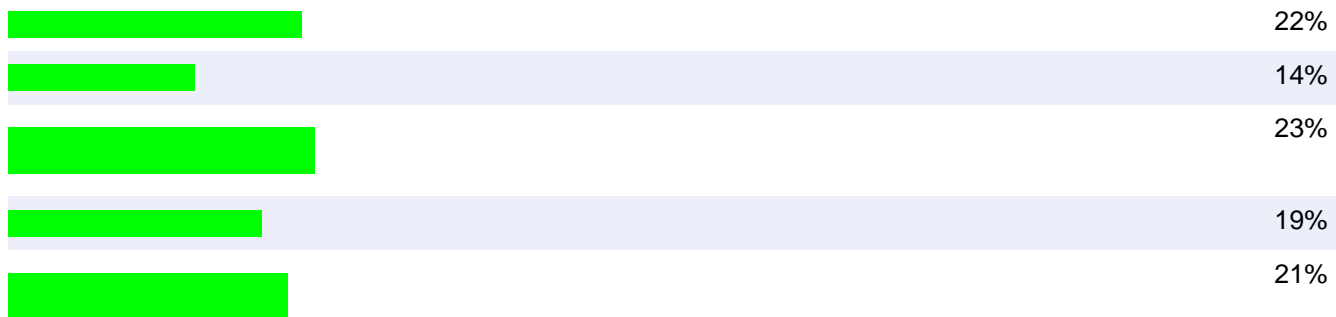
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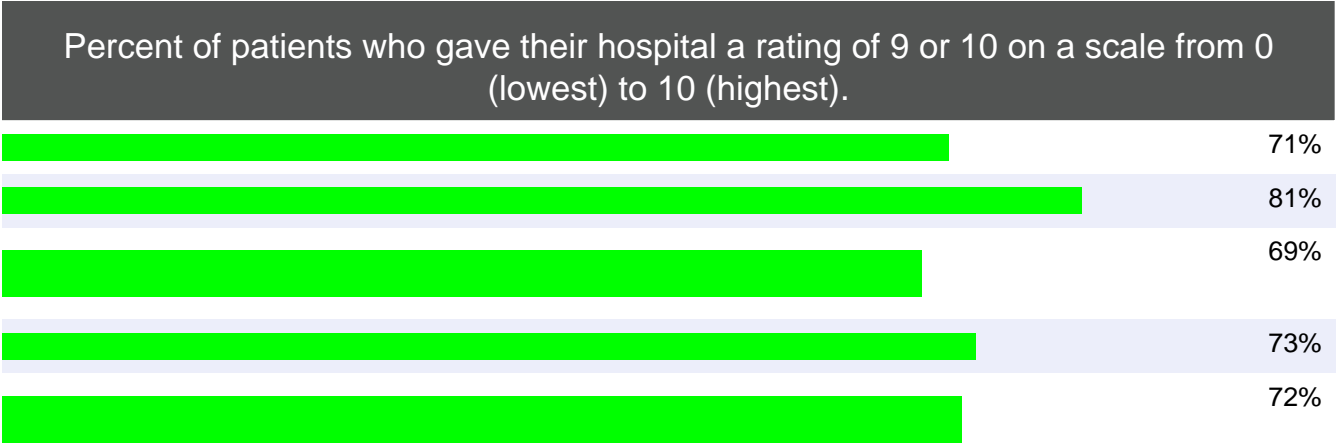
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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



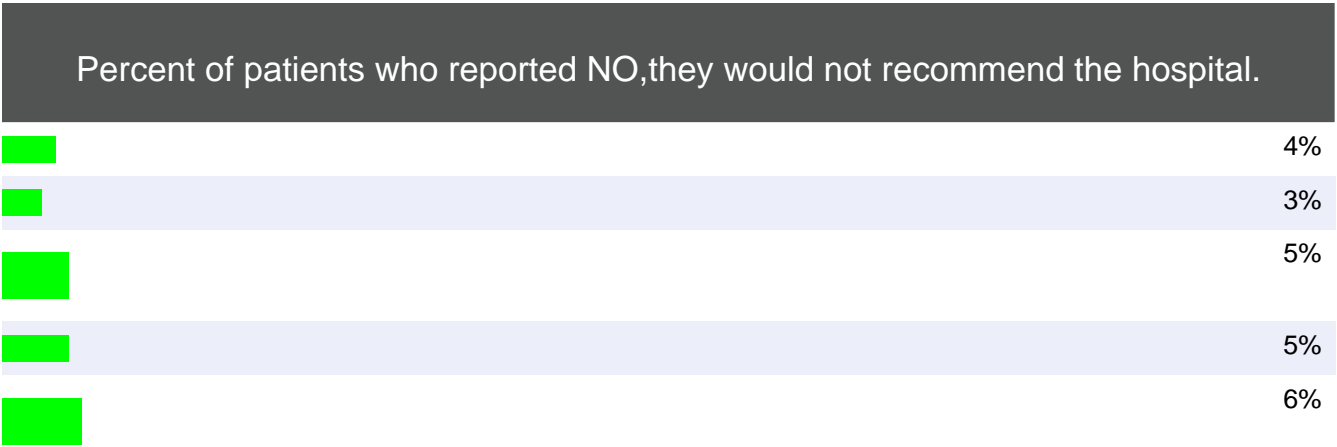
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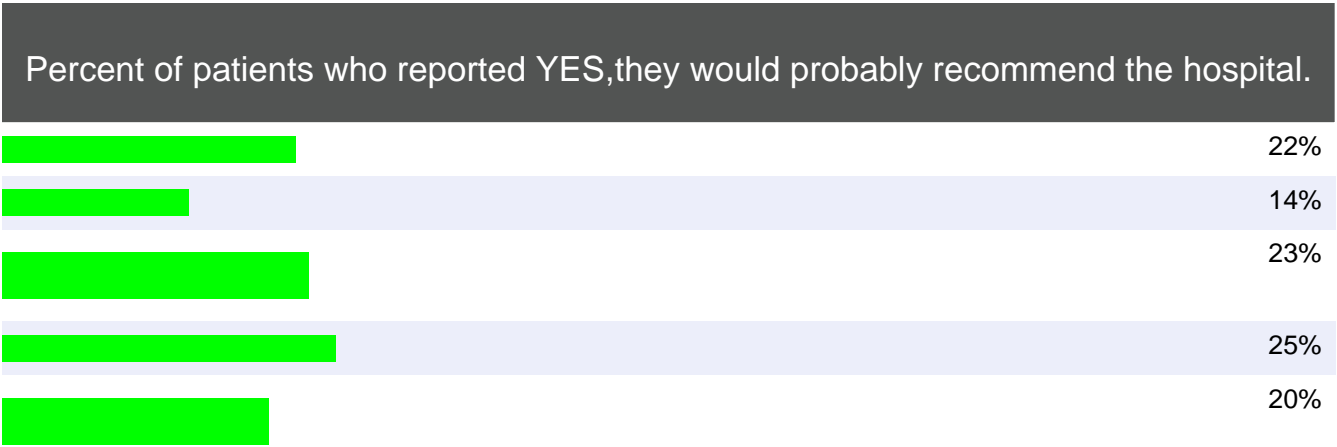
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Percent of patients who reported YES,they would definitely recommend the hospital.



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Number of Completed Surveys

300 or more

300 or more




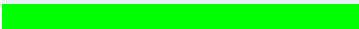

300 or more

300 or more

300 or more

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Survey Response Rate Percent	Hospital Footnote
	36%
	43%
	25%
	33%
	34%